



# Migration User Guides: The Console FTP User Guide

Version 1.0

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## Introduction to FTP

File Transfer Protocol (FTP) is used to transfer files from one host to another eg. from your computer to our website servers. When you subscribed to a website hosting plan, you were provided with FTP details so that you can use a third party FTP client to upload your website files to our servers. Here is some information about several third party FTP clients, and how to use them to upload your website to our servers.

## What is an FTP Client?

An FTP client is software that allows you to upload files from your computer to a web server. You can use an FTP client to download files from your website and to edit/delete files on the web server (e.g. to change file names).

## Where can I get an FTP Client?

There are several FTP clients available online. We recommend *FileZilla* as it's free, easy to use and is available for both Mac and Windows. Below is a list of several popular FTP clients with links to their websites.

<sup>35</sup><sub>17</sub> [FileZilla](#)

<sup>35</sup><sub>17</sub> [Fetch](#)

<sup>35</sup><sub>17</sub> [CuteFTP](#)

<sup>35</sup><sub>17</sub> [Cyberduck](#)

<sup>35</sup><sub>17</sub> [SmartFTP](#)

Popular website design software such as [Dreamweaver](#) and [iWeb](#) also include FTP support.

### **SECURITY WARNING: Never tick the "Save Password" option**

A lot of compromised websites are accessed by hackers through cracked FTP passwords. While it's important to create a hard-to-guess password, it's just as important to keep it secure. Some FTP software manage your bookmarks by saving the FTP login details in plain text. This unfortunately allows hackers to obtain the login details after gaining access to your computer through a malware/trojan. Malware/trojans could be installed on your computer with a single click of a suspicious email message or a compromised website. If your computer gets a virus or a malware/trojan, your FTP details could be jeopardised and your website could be compromised. From the below options, which would be more inconvenient for your business:

<sup>35</sup><sub>17</sub> Re-entering the FTP password every time you need to upload changes to your website, or

<sup>35</sup><sub>17</sub> Having your website defaced or taken offline (suspended) due to hacker abuse?

We recommend you read more about protecting your website against hackers and keeping your passwords secure

## Downloading and installing FileZilla

FileZilla is not sold or developed by us so we can't provide technical support for it. If you're experiencing difficulty with FileZilla, seek help from its [online community](#) or read through their [official documentation](#). Below are steps and links to assist you with downloading FileZilla and use it to connect to your account with us.

1. Go to the [FileZilla website](#)
2. Download version appropriate to your computer (Mac or Windows)
3. Don't download the server version, download the [client version](#)
4. Once downloaded, install the software onto your computer and start the program

To upload files just open the folder containing the files you want and drag them into the right-hand window. All the files will be uploaded to the server. Note: for large sites this may take some time.

To delete a file just right click on it in FileZilla and select delete from the menu.

## Connect to your Web hosting via FTP

To create an FTP connection you need the following information;

Host

Username

Password

Below are instructions on where to locate, update and manage your FTP Details.

### Cloud Hosting FTP details

View FTP username and password

1. Log in to [the Console](#)
2. Hover over the domain you want to make changes to and click 'Manage'
3. Click Cloud Hosting
4. Click Show Password next to the username you want the password for, your host is <ftp.partnerconsole.net>

### cPanel Hosting FTP details

View FTP username and password

1. Log in to [the Console](#)
2. Hover over the domain you want to make changes to and click 'Manage'
3. Click cPanel

4. Your cPanel username and password is your FTP username and password, your host is your cPanel server

## Update FTP Password

### Cloud Hosting

1. Log in to [the Console](#)
2. Click on Manage on the same row of the domain
3. Click Cloud Hosting
4. Scroll down to Current FTP Accounts
5. Click 'Edit' next to the user account you want to edit

### cPanel Hosting

1. Log in to [the Console](#)
2. Click on Manage on the same row of the domain
3. Click **cPanel Hosting**
4. Click **Update** next to Password
5. Click **Reset Password**

## Create a new FTP User

### Cloud Hosting

1. Log in to [the Console](#)
2. Click on Manage on the same row of the domain
3. Click Cloud Hosting
4. Scroll down to Current FTP Accounts
5. Click 'Add FTP Account'

### cPanel Hosting

1. Log in to [the Console](#)
2. Click on Manage on the same row of the domain
3. Click **cPanel Hosting**
4. **Click on Log into cPanel Interface**
5. Click the **FTP Accounts** icon
6. Fill in the **Add FTP Account** details
7. Click **Create FTP Account**